



XIII. PROGRAM CONTRACTOR CHANGE STANDARD

For purposes of this section, the term “E/PD Contractor” refers to all Program and Tribal Contractors, but not the Arizona Department of Economic Security/Division of Developmental Disabilities (DES/DDD).

Members may be transferred between E/PD Contractors or between an E/PD Contractor and DES/DDD. Transfers between E/PD Contractors are generally as a result of the member moving out of one Contractor’s service area into another’s. Transfers between an E/PD Contractor and DES/DDD are the result of a change in DDD eligibility, as determined by DES/DDD. The service area of DES/DDD includes the entire state. When a DDD eligible member moves from one area of the state to another, a change of Contractors does not occur; there is just a change of DES/DDD case managers.

- A. The case manager is responsible for the transition of and discharge planning for members transferred to another Program Contractor. Refer to [Chapter 500](#), Policy 520, of this manual regarding member transitions for further information on standards set forth for the transition of ALTCS members.
- B. A change of E/PD Contractors due to member movement to another service area or member choice where multiple Contractors are available may be initiated by:
 - 1. The E/PD member or his/her representative
 - 2. The current Program/Tribal Contractor, or
 - 3. AHCCCS Administration.
- C. The case manager is responsible for initiating action when the request is made by the member or member representative. Case managers must not assume, or allow the member to assume, that a change of Contractor is automatic.
- D. E/PD case managers are responsible for explaining that there may be service limitations and exclusions when the member moves into another Program Contractor’s service area.



E. For E/PD members in Maricopa County, a change of Contractor may occur on the anniversary date of the member's enrollment or at any time when one of the following conditions exists:

1. For medical continuity of care reasons
2. Erroneous network information or agency error
3. Lack of initial enrollment choice
4. Lack of annual enrollment choice
5. Family continuity of care, or
6. Continuity of institutional or residential setting.

Refer to the AHCCCS Division of Health Care Management operational policies on enrollment choice in a choice county and changes of Program Contractor for more information on these conditions.

- F. For transfers within or into Maricopa County, the E/PD member must make a choice of Contractors before any change can be processed. This choice should be discussed with the member/representative and processed by the local ALTCS office.
- G. Case managers must discuss the potential transfer of a member with the Transition Coordinator or case manager of the potential receiving Contractor to ascertain availability of services in that area. This information will assist the member/family with planning.
- H. The relinquishing case manager must also provide adequate member information (case documentation and/or medical records) to the potential receiving contractor to assure continuity of care. The ALTCS Enrollment Transition Information (ETI) form to be used for this purpose can be found in Exhibit 1620-9.